



Accessibility Plan

The George Hull Centre is committed to meeting the needs of its employees and clients with disabilities by removing and preventing barriers to participation whenever possible. We are committed to meeting the requirements of the *Accessibility for Ontarians with Disabilities Act* as they are phased in, with full implementation by 2021.

Customer Service

As of November 2012, The George Hull Centre provides training to all its employees and volunteers on Ontario's accessibility laws, in a way that best suits their duties. All staff review policies and procedures annually.

Information and Communication

The George Hull Centre is committed to meeting the communication needs of its employees and clients with disabilities.

The George Hull Centre will provide information in accessible formats and with communications supports as quickly as possible and at no additional cost when a client or employee requests them, including but not limited to publicly available emergency information for clients, and policies and procedures for employees. The Centre will also provide employees with disabilities with individualized emergency response information when necessary. We will consult with people with disabilities to determine their information and communication needs, when necessary.

The Centre has established procedures for receiving feedback regarding customer service for people with disabilities, including verbally, by e-mail, in writing, through a client satisfaction questionnaire or through our complaints procedure.

As of January 2014, all new content on the Centre's website meets Web Content Accessibility Guidelines (WCAG 2.0). The Centre is working to meet these guidelines for its entire website by 2021.

Employment

The George Hull Centre has reviewed and updated all policies and procedures related to employment and accommodation of applicants and employees with disabilities. A new policy regarding emergency response planning for employees with disabilities was adopted in January 2016.

As of January 2016, all job postings specifically state that the Centre will make every effort to accommodate any needs of candidates under the *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act* throughout the recruitment process, upon request.

Design of Public Spaces

The George Hull Centre reception area was designed to accommodate the needs of clients and visitors who use wheelchairs. The reception desk has both high and low counters so that clients and visitors in wheelchairs can interact 'face to face' with the receptionist. The reception area has two accessible seating areas and the furnishings in the other areas are easily movable to accommodate clients with assistive devices, such as wheelchairs, walkers, etc.